



September 15, 2016

Mr. Peter Douglas
The Douglas Company
1716 Perrysburg-Holland Road
Holland, Ohio 43528

Dear Mr. Douglas:

Kaplan Development Group would like to thank The Douglas Company and their team for providing exceptional service on our most recent construction project, All American Assisted Living and Memory Care Facility in Raynham, Massachusetts.

As the owner for this project, I was especially impressed with several aspects of your services. First, you understood our needs during the construction process and proactively suggested solutions to ensure they were met. Second, you provided excellent service in helping us staying within our budget constraints. Finally, we appreciate your responsiveness to our questions and efforts to keep us informed throughout the project.

It is my experience that The Douglas Company's approach to construction is professional with projects delivered on time, on budget and with a constant attention to customer satisfaction. They consistently considered our best interest when making cost decisions, always working within our parameters. We appreciate their competent staff, strong work ethic and dedicated performance.

Given, our experience, we would not hesitate to highly recommend The Douglas Company to any organization and look forward to working with them again. They truly understand what it takes to maintain successful relationships with their clients.

Best Regards,


Glenn Kaplan
Kaplan Development Group